

## Customer Pleaser

Working for K mart has helped Curt Gray learn a lot about people. For six years he has worked as a salesperson in the appliance department at K mart 3059, St. Paul, Minnesota and serves his customers with professionalism and kindness.

Attending the University of Minnesota, Curt has excelled in the study of psychology while working part time for K mart. Recently, he began working full time while he is finishing his BA in psychology.

"Working at K mart has taught me a basic lesson in diversity," Curt says. "You meet a lot of interesting people from both ends of the spectrum. I like to work here because it gives me that chance to meet these people and I really like the people I work with, too."

Appliance manager Jim Chaplin says, "Curt is a conscientious and courteous worker who has done everything from home delivering freezers to setting up Atari games in customers' homes."

## Customer Care Friendly Service

This is to show my appreciation for the cooperation, service, and courtesy I received in your Elizabethtown, Pennsylvania store. Your special thoughtfulness meant so much.

Thanks to the employees at K mart 9755, Elizabethtown, Pennsylvania

As a customer of K mart, I would like to express my appreciation for the outstanding courtesy and assistance shown to me by one of your employees, Robert Carter, manager of sporting goods at 7371 Theodore Davis Road, Theodore, Alabama.

Seldom do I find anyone who is sincerely concerned and tries to give their all in helping the customer in the manner Mr. Carter has.

I find it a pleasure to take a few minutes of my time to express my appreciation to your employee for the polite manner in which he serves the public.

Thanks to Mr. Robert Carter, sporting goods manager, K mart 7908, Theodore, Alabama.

Please allow me to take this opportunity to bring to your attention the fine service I received from Ernest Harvey, the assistant

manager of your store at 1701 Appalachia Parkway in Tallahassee, Florida.

When I informed Mr. Harvey of my problem (the circumstances of which are not material to this letter), he promptly and courteously resolved it to my complete satisfaction.

With personnel of Mr. Harvey's caliber managing your stores, you may count on my continued patronage.

Thanks to Mr. Ernest Harvey, assistant manager, K mart 4489, Tallahassee, Florida.

This letter is to call your attention to an employee who makes shopping worthwhile. Her name, Tina Witheft, gave us such unusually good service in replacing a defective light bulb for a ceiling fan that I came away happy I had been in the K mart store in Bourbonnais, Illinois. Where she could have inconvenienced us by having us wait, with an exposed bulb in the ceiling fan, she at first suggested we take back the defective one, which was unusable but not made right, until she could arrange to obtain the right merchandise.

As it turned out, with her careful checking of the stock in the store, she came up with the exact substitute and we did not have to wait to get the rest of the product for which we paid.

Tina Witheft is also a courteous person. I wish all companies had this kind of salesperson to deal with, but I am thankful for such an employee when fortunate enough to encounter one. I would request that you make notation of her contribution to your store in her personnel file.

Thanks to Ms. Tina Witheft, home center manager, K mart 7440, Bourbonnais, Illinois.

I had to take a moment to thank you for employing Joanne Crosbee. I was shopping for paint in your Torrington Avenue store this morning. None of the regular people from the department were available, so Joanne came over from the appliance department to assist me. What I needed was not easy. I wanted an interior color custom mixed into exterior paint. Of course, there was no formula for what I wanted. This person went out of her way to get the formula that I needed and mixed the paint. Then she added still more pigment at my request to obtain the exact shade I wanted.

I'm sure that she had her own work to do, but she was absolutely charming and took care of me

in a most gracious manner, not to mention to my complete and total satisfaction.

Joanne, and others like her, are the reasons that I shop at K mart and will continue to do so. Thanks to Ms. Joanne Crosbee, appliance department manager, K mart 3118, Philadelphia, Pennsylvania.

As customer relations manager for an automotive company before retirement, I recognize the value of good customer relations to profitable merchandising. So, too, does the pharmacy group at K mart 3262 on 13 Mile in Roseville.

Since 1980 I have dealt with this outstanding group, headed by pharmacist Joyce Robinson. Her attitude, efficiency, courtesy, and helpfulness are outstanding. And the people assisting her in the pharmacy are likewise outstanding.

I would be pleased if a copy of this memo could be passed along to the store manager as well as to Joyce Robinson and her group.

Thanks to Ms. Joyce Robinson, pharmacist, and employees, K mart 3262, Roseville, Michigan.

I am writing to tell you how much I appreciate good store managers such as Mr. Hontz at your Roosevelt Boulevard store in Philadelphia, Pennsylvania.

Recently, when I was shopping for a special sale item which was sold out, Mr. Hontz went out of his way in locating one for me the next day at another store. He was very accommodating and I appreciate the personal attention he gave to my situation.

Thanks to L.E. Hontz, K mart 3527 Philadelphia, Pennsylvania

I had to stop and take a moment to write to you and let you know that again I have gone into your store and

have come out more than delighted. My husband and I live in the northwest area of town, work in the Woodward area and our parents live in the southeast part of town. We do a lot of driving around town and visit K mart stores all over San Antonio. Every time we have been in your store, we have been very satisfied with the courteous and friendly service that we have received from your employees. Two employees that are especially courteous are Dot Murphy in infants' and Van Aten in appliances.

Mr. Murphy has always been extremely helpful to me when I have gone into your store and has always been willing to stop what she is doing to help or answer my questions. I really appreciate that type of service and feel encouraged to return to your store when I am treated this way. She is always covering the infants' area or is somewhere nearby. Believe me, that is important to me, because my two-year-old finds it hard to understand when I say, "Wait until the salesperson comes to help mommy, then we can leave."

Mr. Aten in appliances has also been helpful to my husband and has taken time to talk and explain things to my husband on several occasions.

We have been in the mall all day and had not found quality toddler clothing at a reasonable price and were delighted to find it in your infants' department. Your clearance rack in infants' is wonderful and the variety of styles and colors as well as the neatness of the area are very impressive.

Due to the type of business my husband is in, we deal with many out of town people and frequently find ourselves recommending and praising your store.

And even though my husband expresses fear when it's time to go through the check-out counter (we average \$80 per visit), we will continue to drive the 50 minute distance as long as we continue to receive the service that we do and the quality of items that we have thus far. Thanks to Ms. Dot Murphy and Mr. Van Aten, appliance department manager, K mart 3479, San Antonio, Texas.

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